



SPORT ADMINISTRATOR JOB DESCRIPTION

POSITION TITLE: Sport Administrator – Travel Permits & Member Services

POSITION TERM: Full Time, Permanent, Onsite

LOCATION: Calgary, Alberta, Canada

REPORTS TO: U13+ League Coordinator

ABOUT US

The Calgary Minor Soccer Association (CMSA) is a non-profit organization responsible for governing and organizing leagues, tournaments, and festivals, to grow minor soccer in Calgary. Representing 31 Member Clubs, CMSA is the largest sport organization in Calgary, providing year-round activity for over 2,000 youth teams and approximately 30,000 players in a fun, safe, and inclusive environment.

MISSION

Dedicated to leading the development, organization, and promotion of soccer opportunities that enable all participants to reach their full potential in a safe, meaningful, and inclusive environment.

VISION

Elevating and uniting our community through soccer.

POSITION SUMMARY

Reporting to the U13+ League Coordinator, this position provides administrative support across CMSA and serves as a key point of contact for members and stakeholders. The role represents CMSA through telephone, email, and in-person interactions, ensuring professional, responsive, and welcoming experience.

The Sport Administrator – Travel Permits & Member Services supports the League Coordinators by preparing correspondence, responding to inquiries, and assisting with general office administration. Key responsibilities include managing travel permits and Photo IDs, supporting player registration processes, and assisting with the administration of clinics and tournaments. The role also provides administrative support to CMSA staff as needed to ensure the efficient delivery of programs and services.

The successful candidate is a strong relationship builder who enjoys interacting with people and communicating with a diverse range of members and stakeholders.

This is a full-time, permanent, in-office position based on 38 hours per week. Some evening and weekend work may be required. The incumbent is expected to effectively manage their time and priorities to meet the demands of the role and support the successful delivery of CMSA operations.



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KEY RESPONSIBILITIES

FRONT DESK & MEMBER SERVICES

- Serve as the first point of contact for CMSA by welcoming visitors and responding to telephone, email, and in-person inquiries in a professional, friendly, and helpful manner.
- Answer incoming calls, respond to questions, and direct inquiries to the appropriate CMSA staff member as required.
- Provide accurate information regarding CMSA programs, processes, rules, and procedures, ensuring members receive timely and reliable support.
- Maintain a professional, welcoming front reception environment and ensure common areas, including reception and boardrooms, remain organized and presentable.

ADMINISTRATIVE & OFFICE SUPPORT

- Support the day-to-day administrative operations of the CMSA office to ensure efficient and organized service delivery.
- Prepare and distribute correspondence, documentation, and communications in an accurate and timely manner.
- Maintain electronic and physical filing systems to ensure records are organized and current.
- Provide administrative support to the U13+ League Coordinator and other CMSA staff as required.
- Manage the info@calgaryminorsoccer.com inbox, responding to inquiries or redirecting messages to the appropriate staff member.

MEMBER & PROGRAM ADMINISTRATION

- Process Travel Permit applications, ensuring compliance with Alberta Soccer requirements, deadlines, and fee structures.
- Assist with administrative tasks related to CMSA programs and league operations, including:
 - Player roster registrations
 - Waivers and documentation
 - Game sheet processing
 - Clinic and tournament administration



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- Processing program fees and payments

PHOTO IDs

- Coordinate and administer CMSA's Photo ID program, including:
 - Processing Photo IDs for walk-in members and scheduled appointments
 - Leading Photo ID sessions at the start of each season
 - Scheduling Photo ID sessions and booking locations
 - Training and supervising part-time staff supporting Photo ID operations

ORGANIZATIONAL SUPPORT

- Build and maintain positive working relationships with CMSA members, clubs, referees, and other stakeholders.
- Assist with special projects and additional administrative tasks as required to support CMSA operations (Tournaments & Special Events)
- Contribute to maintaining a professional, efficient, and service-oriented office environment.

SAFE SPORT SUPPORT

- Cross train with the Sport Administrator – Safe Sport so you can provide support when they are absent, with:
 - ePIC applications (Police Clearances)
 - Respect in Sport requirements
 - Coach Education & Certifications

TEAM PARTICIPATION

- Participate in monthly staff meetings, providing updates on assigned tasks, projects, and ongoing responsibilities.
- Attend CMSA Annual General Meetings, Special General Meetings, and other meetings or events as requested.
- Contribute to a positive and collaborative team environment that supports the goals and values of CMSA.



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- Support effective internal communication to help achieve both individual and organizational objectives.
- Complete required staff training within the established timelines, including programs such as Diversity, Equity, Inclusion & Indigeneity (DEII) and First Aid & CPR, and attend additional professional development opportunities as requested.
- Foster communication and collaboration among CMSA staff to support efficient operations and a cohesive team culture.
- Ensure all communications and materials adhere to CMSA brand standards, guidelines, and voice as established by the Marketing Manager.

EDUCATION, EXPERIENCE, AND QUALIFICATIONS

- Post-secondary education or comparable work experience.
- A love of soccer.
- Must live in Alberta in order to attend an in-person interview in Calgary.
- An understanding of CMSA programs, the soccer structure, and competitions in Alberta and Canada would be considered an asset.
- Approachable, diplomatic, reliable, and trustworthy.
- Successful track record for prioritizing and meeting deadlines.
- Ability to work independently with minimal supervision.
- Ability and experience dealing with parents, coaches, referees, players, and technical staff in a professional manner.
- Demonstrated ability of critical thinking and making sound decisions.
- Ability to influence and gain support from others through strong presentation and communication skills.
- Ability to create exceptional presentations, reports, and documents with the use of graphics.
- Proficient abilities with Microsoft Office applications especially Word, Excel, PowerPoint, and Outlook.



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COMPETENCIES

- Analytical Thinking
- Excellent Communication Skills
- Good Decision Making
- Effective Networking and Relationship Building
- Proven Problem-Solving Skills
- Results Oriented
- Service Oriented

APPLICATION PROCESS

If you are interested in working with CMSA as the Communications and Marketing Summer Assistant, please email your **RESUME AND COVER LETTER** telling us why you would be an amazing addition to our team to careers@calgaryminorsoccer.com with the subject line **Sport Administrator – Travel Permits & Member Services**

CMSA thanks all applicants for their interest in this job posting, however only those selected for an interview will be contacted. Interviews will be scheduled as quickly as possible based around all parties' availability. **The application deadline is March 25th, 2026 at 4:00 pm.** Interviews will begin the following week and the expected **start date will be April 15th, 2026.**

FINAL NOTE

This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. The incumbent may be asked to perform other duties as assigned and effectively manage their time to achieve the desired results. Evening and weekend work will be required.

At the employer's expense, the successful candidate will also be required to complete a cleared ePIC, including vulnerable sector search, and complete any staff training as a condition of employment.
